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Application Number: 10/610486

Filing Date: 6/30/2003

Inventor(s): Timothy S. Paek; Eric J. Horvitz

Title: Ideal Transfer Of Call Handling From Automated Systems To Human Operators Based On Forecasts Of Automation Efficacy And Operator Load

Art Unit: 2614

Examiner Name: DEANE JR, WILLIAM J

Attorney Docket Number: MS 303530.01

**REVOCATION OF POWER OF ATTORNEY WITH A NEW POWER OF ATTORNEY  
AND CHANGE OF CORRESPONDENCE ADDRESS**

I hereby revoke all previous powers of attorney given in the above-identified application.

I hereby appoint Practitioner(s) associated with the following Customer Number as my/our attorney(s) or agent(s) to prosecute the application identified above, and to transact all business in the United States Patent and Trademark Office connected therewith:

Customer Number: 45840

Please recognize a change in correspondence address for the above-identified application to:

The address associated with the above-mentioned Customer Number.

I am the Assignee of record of the entire interest. See 37 C.F.R. 3.71. Statement under 37 CFR 3.73(b) submitted herewith.

MICROSOFT CORPORATION

By:

D. Bartley Eppenauer  
Assistant Secretary, Chief Patent Counsel  
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Assignee of Record

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**STATEMENT UNDER 37 CFR 3.73(b)**

**Applicant/Patent Owner:** Microsoft Corporation

**Application No./Patent No.:** 10/610486

**Filed/Issue Date:** 6/30/2003

Microsoft Corporation, a corporation, states that it is:

1.  the assignee of the entire right, title, and interest in;
2.  an assignee of less than the entire right, title, and interest in (the extent (by percentage) of its ownership is \_\_\_\_\_ %); or
3.  the assignee of an undivided interest in the entirety of (a complete assignment from one of the joint inventors was made)

the patent application/patent identified above, by virtue of either:

A.  An assignment from the inventor(s) of the patent application/patent identified above.  
The assignment was recorded in the United States Patent and Trademark Office at  
Reel/Frame: 014284/0136, or for which a copy thereof is attached.

OR

B.  A chain of title from the inventor(s), of the patent application/patent identified above, to the current assignee as follows:

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Additional documents in the chain of title are listed on a supplemental sheet(s).

As required by 37 CFR 3.73(b)(1)(i), the documentary evidence of the chain of title from the original owner to the assignee was, or concurrently is being, submitted for recordation pursuant to 37 CFR 3.11.

[NOTE: A separate copy (*i.e.*, a true copy of the original assignment document(s)) must be submitted to Assignment Division in accordance with 37 CFR Part 3, to record the assignment in the records of the USPTO. See MPEP 302.08.]

The undersigned, whose title is supplied below, is authorized to act on behalf of the assignee.



Date: May 6, 2009

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